



Telinta's Virtual Office solution received an award at ITEXPO, a prestigious international VoIP industry event.



User Guide

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Introduction

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust hosted softswitch platform, integrating world-class carrier-grade Switching and Billing capabilities. TeliCore is the largest hosted softswitch installation of its type, anywhere in the world.

Telinta offers:

- Cloud-based softswitch - rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable, and customizable platform
- Ability to select your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

About This Guide

This document is meant to provide a starting point for you to create your own materials for your users. It is written from the point of view of a service provider communicating with their customer who is setting up Virtual Office.

About Virtual Office

Virtual Office is a Hosted PBX solution developed by Telinta to help VoIP service providers serve their small and home-based business customers. This unique solution enables users to tailor their own customized solution in the Cloud via Telinta's brandable self-service web portals. This includes online sign-up, selecting DIDs, adding extensions, setting up voice mail, configuring an auto attendant, personalizing IVR, call routing and more. All this -- without needing IP phones! For home-based businesses or companies with employees on the road, or any business without a "physical office" -- *Virtual Office* is the answer.

With Virtual Office, you can offer a self-service solution for VoIP, without needing direct sales or installers. This removes geographic boundaries and enables you to sell services across town, across the country, or around the world.

Virtual Office won the "Best of Show" Award at ITEXPO, a prestigious industry event focusing on Internet Telephony around the world.

Features:

- Virtual Office is an ideal solution for small businesses looking to easily configure a feature-rich telecom solution without investing their own hardware or software.
- Configuring Virtual Office takes minutes and does not require technical expertise.
- With Virtual Office, you do not need to own SIP phones or ATAs, as all calls are routed to existing mobile or fixed-line phone numbers.
- You have the option to configure your own business hours, and create a flexible "active period" for calls, then sending after-hours calls to Voice Mail.
- All IVR prompts can be recorded online or uploaded from a file.
- Virtual Office can be added to your existing telecom services; there is no need to discontinue services from your existing provider or port phone numbers.

Key Features and Benefits

Virtual Office key benefits include:

- No hardware or software needed
- Options to use softphone or IP phone
- No installation required
- Unlimited number of virtual extensions
- Virtual Office phone numbers can be purchased from Virtual Office web interface
- Configurable voice prompts, recorded from a web interface or uploaded from file
- Voicemail to email
- Fax-in and Fax-out (Fax to Email and Email to Fax)
- Dial-by-Name Directory and Auto-Attendant
- Simultaneous ringing
- Call announcement
- Flexible options for outbound calling
- Credit Card and PayPal payment options
- Options for Conference service, Mobile and Desktop Softphones, and more
- Mobile-friendly design

Configuration Checklist

Please begin by printing the checklist shown below. Follow the system setup instructions detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all the operations (all the boxes must be checked), to ensure proper set-up.

Extensions Configuration

- Create a new employee extension
- Enable the 'Forward Calls' option for this extension
- Add a forwarding number (or multiple forwarding numbers)
- Configure the forwarding number
- Configure voicemail options
- Enable call announcement for a forwarding number (optional)

Phone Number Configuration

- Purchase a new phone number
- Configure the main and after-hours greetings
- Configure a phone number
- Configure fax options of your phone number
- Configure a blacklist (optional)

Testing

- Make a test call to the main Virtual Office phone number

Virtual Office Main Screen

Virtual Office interface is divided into several main sections:

- **Inbox**
- **Calls**
- **Extensions**
- **Fax-Out: only if the 'Email to Fax' feature is enabled in Settings ⇒ Extra**
- **WebRTC: only if the 'WebRTC' and 'SIP Phone' extra features are enabled in Settings ⇒ Extra**
- **Settings**

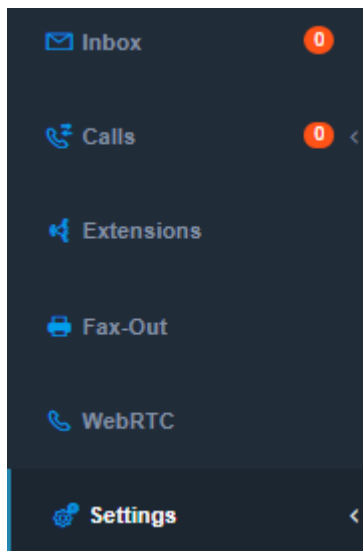



Figure 1. *Virtual Office main menu*

Inbox

Inbox is a single location for all received voicemail and FAX messages. The 'Inbox' section has several filters:

- Status (All/New/Deleted)
- Type (Any/Voicemail/Fax)
- From
- Time Frame (Today/Yesterday/Last Week/Past 30 days/Past 60 days)
- Extension

A voicemail message entry contains the caller's number, time of the call, and an extension that was dialed. It is possible to attach a note to each message. To attach a note please click on the  Info icon next to the message.

A voicemail message can be saved as an MP3 file or forwarded to an email address with the audio file attached.

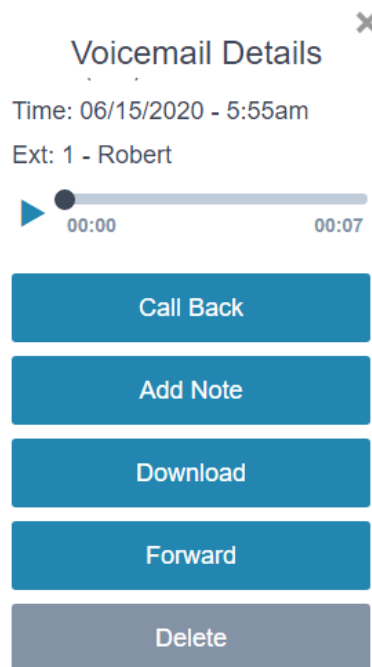


Figure 2. Voicemail details

A message can be played online without the need to download it. Click on the 'Play' button next to the needed message.

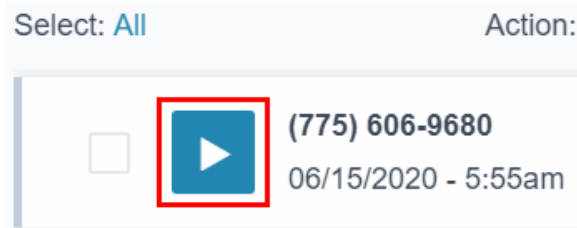


Figure 3. The 'Play' button

Inbound Calls

Inbound Calls section shows all received and missed calls. The Inbound Calls section has several filters:


- Type (Any/Connected/Missed/Fax/Voicemail)
- Time Frame (Today/Yesterday/Last Week/Past 30 days/Past 60 days)
- From
- Extension
- DID Number
- Tag

A call entry contains information about the Caller, Destination, Extension, and Call Duration.

The screenshot shows the 'Inbound' section of a user interface. On the left is a dark sidebar with navigation icons. The main area has a 'Download List' button in the top right. Below it are filter controls for Type, Time Frame, From, Extension, DID Number, and Tag. A 'Search' button and a 'Reset' button are also present. The call list below shows three entries:

Caller	Status	Destination	Duration	Info
(949) 233-5765 06/16/2020 - 3:11am	Connected call made to (201) 555-3423	Ext 777 Olsen Katy	1 min 48 sec center	i
(775) 606-9683 06/16/2020 - 3:06am	Connected call made to (201) 555-3423	Ext 777 Olsen Katy	3 min 48 sec center	i
(775) 606-9683 06/16/2020 - 3:04am	Missed call made to (201) 555-3423	Main	24 sec center	i

Figure 4. Inbound Calls page

Please click on the  Info icon next to the call entry to see the detailed call information and quickly block the caller.

NOTE

The list of calls can be exported as a CSV (comma-separated values) file. Please use the 'Download List' link at the top of the page.

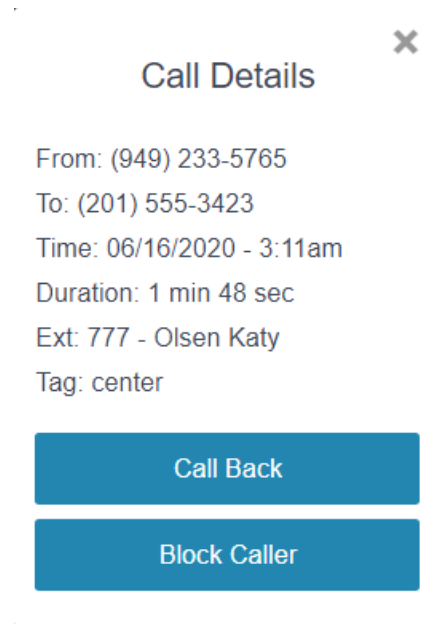


Figure 5. Call details

The 'Calls' menu item has a missed calls badge. To reset the number of calls shown in the badge, please follow the steps:

1. Go to the 'Inbound Calls' section.
2. Select 'Missed' from the 'Type' drop-down list.
3. Click on 'Apply'.

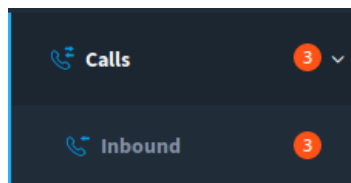


Figure 6. Missed calls badge

Outbound Calls

Outbound Calls section shows the calls that were made by extensions. The Outbound Calls section has several filters:

- Type (Connected/Missed)
- Time Frame (Today/Yesterday/Last Week/Past 30 days/Past 60 days)
- To
- Extension

A call entry contains information about the Caller-ID, Destination, Extension, and Call Duration.

The screenshot displays the 'Outbound Calls' page. At the top, there is a 'Download List' button. Below it, a filter section includes dropdowns for 'Type' (set to '- Any -'), 'Time Frame' (set to '- Any -'), 'To' (empty), and 'Extension' (set to 'All'). 'Search' and 'Reset' buttons are also present. The main area shows a table of call records:

Caller-ID	Type	To	Extension	Duration	Info
(775) 606-9683 06/16/2020 - 2:48am	Connected	call made from 700 (Smith Alice)	Ext 700 Smith Alice	1 min 8 sec	i
(775) 606-9683 06/16/2020 - 2:45am	Connected	call made from 700 (Smith Alice)	Ext 700 Smith Alice	5 sec	i

Figure 7. The 'Outbound Calls' page

Faxes

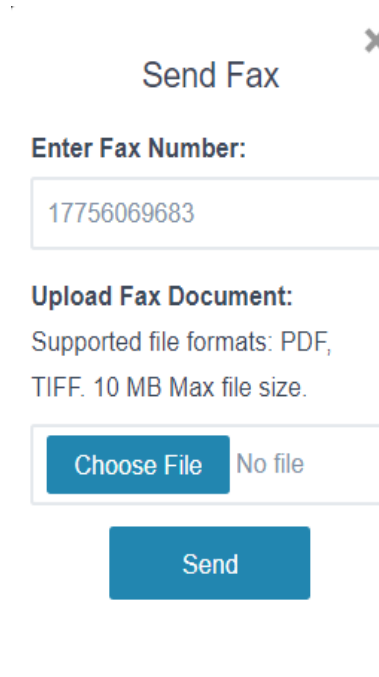
Each Virtual Office phone number can receive faxes. No special configuration is required. All incoming faxes can be viewed in the Inbox (If you prefer, you can use the filter to show only faxes).

TIP

Please refer to pages 30-31 to get more information about options related to incoming faxes.

It is also possible to send outgoing faxes. To send a fax, go to the 'Fax-Out' section. When the fax is delivered, it will be listed on this page.

Click on the 'Send' button to send a fax. Fax messages must be in PDF or TIFF format; the PDF file should not be encrypted.



Send Fax

Enter Fax Number:

17756069683

Upload Fax Document:

Supported file formats: PDF, TIFF. 10 MB Max file size.

Choose File No file

Send

Figure 8. Sending a Fax message

IMPORTANT

Outbound faxing is considered an extra service. You should enable the 'Email to Fax' feature in Settings ⇒ Extra to make it work.

Extensions

An extension is normally a short 1-3 digits internal number which can be used to receive/make calls, receive voicemails, forward them to other internal numbers (extensions), or external numbers.

Virtual Office introduces two extension types:

- Department extension
- Employee extension

A department extension can be used to initiate a call to a group of numbers. For example, the caller hears a welcome message '*Welcome to our company. Press 1 for Sales, press 2 for Support*'. When the caller makes a selection (eg. Enters 1) , the call can be forwarded to a group of up to 5 phone numbers that can start ring simultaneously (these settings are configurable).

An employee extension is usually a three-digit number used to call an individual employee's phone.

TIP

Please refer to page 16 to find out how to configure extensions.

Extensions Configuration

Please follow the steps below to begin configuring extensions. It is a more detailed version of the steps from the Configuration Checklist you may find on page 7.

Step 1: Create a new employee extension

1.1 Go to the 'Extensions' page.

1.2 Click on the 'Add Extension' button in the 'Employee Extensions' section.

A new extension will be added. By default, if it is the first employee extension, its number will be 700.

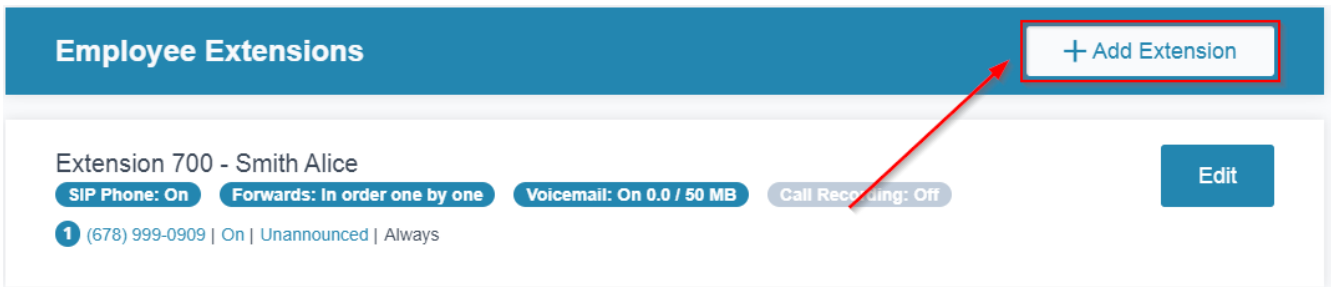


Figure 9. Add a new employee extension

NOTE

To change an extension ID, go to the extension settings (the 'Edit' button next to the extension), and choose the desired value from the 'Extension #' list in the 'General Information' section. If neither of the listed values fits, you can use the 'Custom' option. Please refer to Figure 10 below.

Employee Extensions
+ Add Extension

Extension 700 - Smith Alice

Cancel
Save
Save & Close

General Information
Extension #:

700

706

707

708

709

Custom

Time Zone:

SIP Phone
 Status: Offline

What number will show when you place a call?
 (201) 555-3423

How long the extension should ring before forwarding on?
 15 seconds

Login: 080020314890700
 Password: *****

Figure 10. Change an extension ID

Step 2: Make sure the 'Forward Calls' option is enabled for this extension

2.1 Click on 'Edit' next to the extension.

2.2 In the 'General Information' section, enable the 'Forward Calls' option.

2.3 Specify the 'Last Name' value for the extension. This is mandatory.

2.4 Click on 'Save & Close'.

Time Zone:

IVR Language:

Call Recording

Voice2text

SIP Phone

Forward Calls

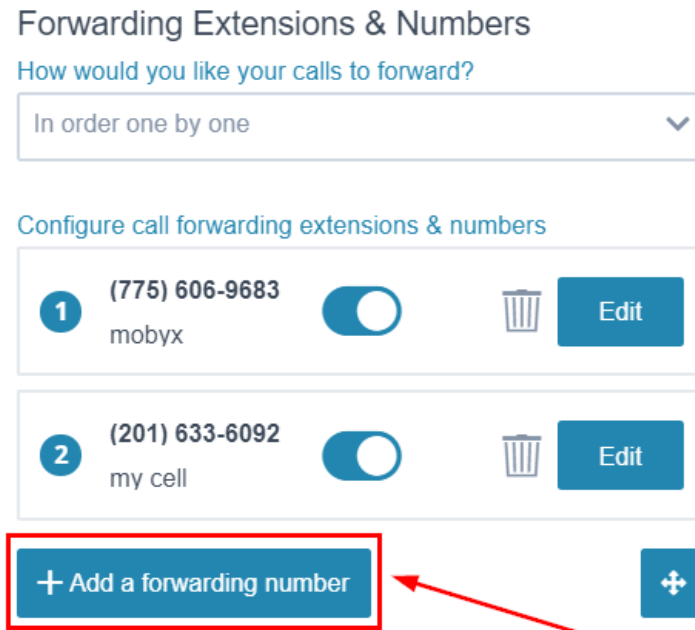
Voicemail- 0.0/50 MB

Delete extension

Figure 11. Enable the 'Forward calls' option**Step 3: Add a forwarding number (or multiple forwarding numbers)**

3.1 Click on 'Edit' next to the extension.

3.2 In the 'Forwarding Extensions & Numbers' section, click on 'Add a forwarding number'.

**Figure 12. The 'Add a forwarding number' button**

3.3 In the 'Add forwarding number' window, add a number where calls to this extension will be forwarded to, for example your cell phone number.

Add forwarding number

Forwarding number:

Number

12016336092

Short description:

my cell

Ring for...:

15 seconds

Create

Figure 13. Add a forwarding number

3.4 Choose the order in which forwarding numbers will ring (the option 'How would you like your calls to forward?' in the 'Forwarding Extensions & Numbers' section). The following values are possible:

- *In order one by one*
- *In random order one by one*
- *All numbers simultaneously*

NOTE

The value 'All numbers simultaneously' will appear in the list if you enable the extra feature 'Simultaneous Ringing' in Settings ⇒ Extras.

NOTE

If you use the option 'In order one by one', you can re-order the forwarding numbers by clicking on the 're-order' icon next to the 'Add a forwarding number' button. This will invoke a new modal window where you can drag the numbers to make them take the needed position.



Figure 14. Reorder icon

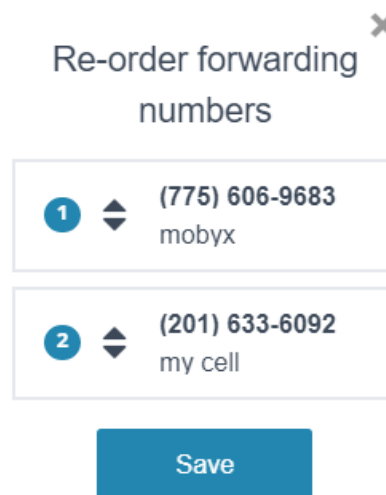
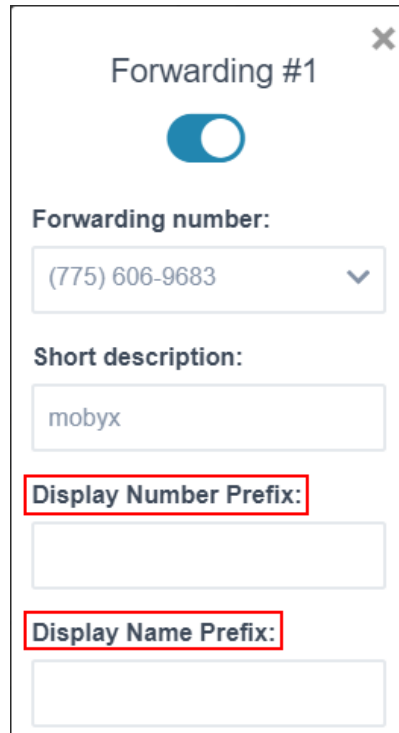


Figure 15. Reorder window

Step 4: Configure the forwarding number

4.1 Click on 'Edit' next to the forwarding number.



Forwarding #1

Forwarding number:

(775) 606-9683

Short description:

mobyx

Display Number Prefix:

Display Name Prefix:

Figure 16. Configure 'Display Number Prefix' and 'Display Name Prefix'

'Display Number Prefix' and 'Display Name Prefix' are useful when you have multiple extensions forwarding calls to the same number and need to know from which extension the call was delivered to this number.

For instance, your extensions 1 and 2 forward calls to your cell phone, and your main greeting plays 'Press 1 for Sales, press 2 for Support'. When you receive calls, it would be helpful to know from which extension the call is forwarded. In this case, you can specify '11' as the display number prefix in the forwarding number settings of extension 1, and '22' as the display number prefix in the forwarding number settings of extension 2 accordingly. Now when the caller 1777555555 calls your Virtual Office phone number and chooses option 2, you will see the caller's number as 221777555555 on your phone.

If supported by your service providers and if they show the caller's display name, 'Display Name Prefix' can be used for the above described scenario as well.

4.2 Choose 'Forwarding number schedule' from the drop-down list:

- **24/7**
- **M-F, 9-5**
- **Sat & Sun, 9-5**
- **Custom Schedule**

4.3 Specify 'Forwarding Options':

- **Calls will connect to you as soon as you pick up.**
- **Calls will be announced when you pick up: *the call will not be picked up at once, the IVR will announce if you would like to accept, reject, or send the call to voicemail.***

Forwarding #1

Ring for...:

15 seconds

Forwarding number schedule:

24/7

Forwarding Options:

Calls will connect to you as soon as you pick up.

Calls will be announced when you pick up.

Save Delete

Figure 17. Forwarding number schedule and forwarding options

Step 5: Configure voicemail options

5.1 Click on 'Edit' next to the extension.

5.2 In the 'General Information' section, enable 'Voicemail'.

IVR Language:
Disabled

SIP Phone

Forward Calls

Voicemail- 0.0/50 MB

Delete extension

Figure 18. Enable voicemail

5.3 In the section 'Where do you want voicemail emailed to', choose How would you like your messages to send?

- **None:** *the message will be kept in the local inbox, no notification will be sent to a remote email address.*
- **Forward:** *the message will be deleted from the local inbox and sent to a remote email address.*
- **Notify:** *the message will be kept in the local inbox, a notification will be sent to a remote email address.*
- **Copy:** *the message will be forwarded to a remote email address, a copy of the message will be kept in the local inbox.*

5.4 Define an email address where 'Messages will be sent as attachments to'.

Where do you want voicemail emailed to?

How would you like your messages to send?

Forward

Messages will be sent as attachments to:

example@domain.com

Separate emails with commas

Update Cancel

Figure 19. Where do you want voicemail emailed to?

5.5 Click on 'New greeting' in the 'Voicemail greeting' section to record or upload an audio file for your voicemail greeting.

You can upload a recording using MP3 or WAV files. The maximum file size is 2 Mb.

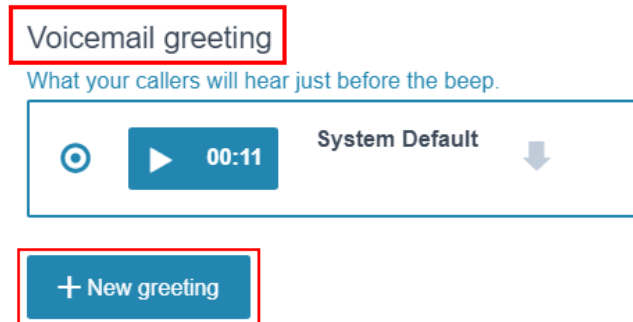


Figure 20. The 'New greeting' button

Step 6: Enable call announcement for a forwarding number (optional)

6.1 Click on the 'Unannounced' link under the extension next to the needed forwarding number.

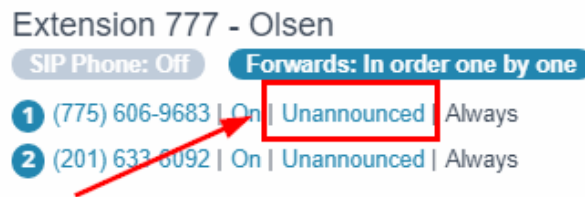


Figure 21. Unannounced link

With this option turned on, calls forwarded to the 'Announced' number will be announced, that is, you will be able to choose an action for an incoming call: accept, reject, or send to voicemail.

NOTE

You can make use of the 'SIP Phone' feature to register an extension on an IP phone or softphone. More details about this feature may be found in the SIP Phone section of this guide.

Configuring Phone Numbers

A phone number in Virtual Office is not directly associated with a phone line in contrast to a traditional telephone number which is associated with a single line at a specific location.

A Virtual Office phone number can be programmed to route incoming calls to an extension or to play the main greeting, your auto attendant.

The auto attendant acts as an automated receptionist. Callers hear recordings that prompt them to choose a menu option. The auto attendant allows forwarding calls to extensions, dial by name in the company directory, and set up caller options during hours your business is closed.

Step 1: Purchase a new phone number

1.1 Go to Settings ⇒ Phone Numbers.

1.2 Click on 'Add Number'.

1.3 Choose a number.

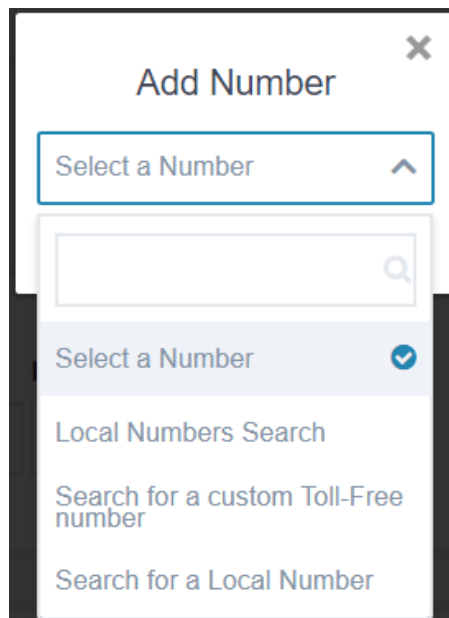


Figure 22. The 'Add Number' modal

Step 2: Configure the main greeting and the after-hours greetings

By default, a phone number is configured to play the main greeting. When callers dial your number, an auto attendant will instruct them which menu option to

choose to reach a specific extension.

Options 0 and 8 transfer calls to extensions 0 and 8 accordingly. These extensions are created by Virtual Office during the initial setup, and cannot be deleted. Extension 0 is used as the main 'CEO' extension, it inherits your main number (default redirect number) that was used during signing up. Extension 8 is used for Dial by Name directory. Please refer to the 'Dial by Name Directory' section for more details.

Other numeric options, namely, from 1 to 7 and 9, are disabled by default. When you create department extensions, they will be assigned to these options.

Your main greeting can include a welcome message and instructions like *'Press 1 for Sales, press 2 for Support'*. When the caller presses 2, they are redirected to a department extension 2.

2.1 Go to Settings ⇒ Greetings.

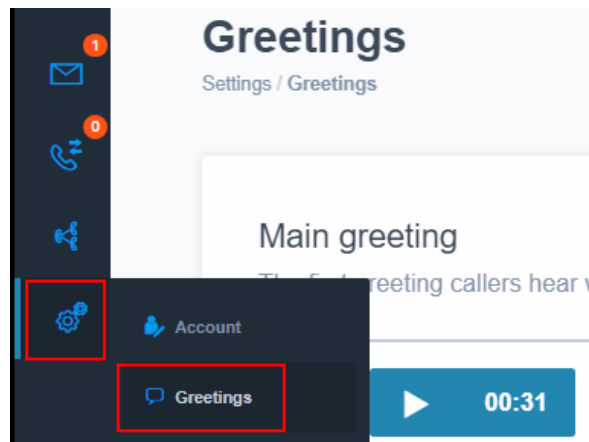


Figure 23. Settings ⇒ Greetings

2.2 Click on 'New greeting'.

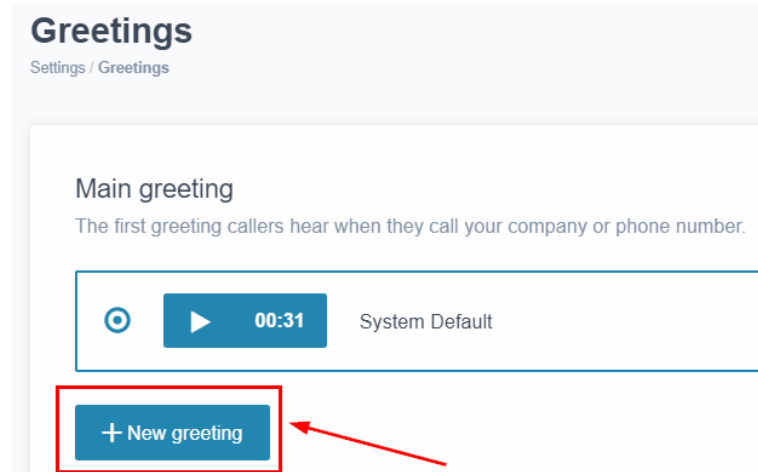


Figure 24. New greeting

2.3 Upload an audio file for your greeting file by clicking on 'Upload file' or click on 'Record' to record a new greeting.

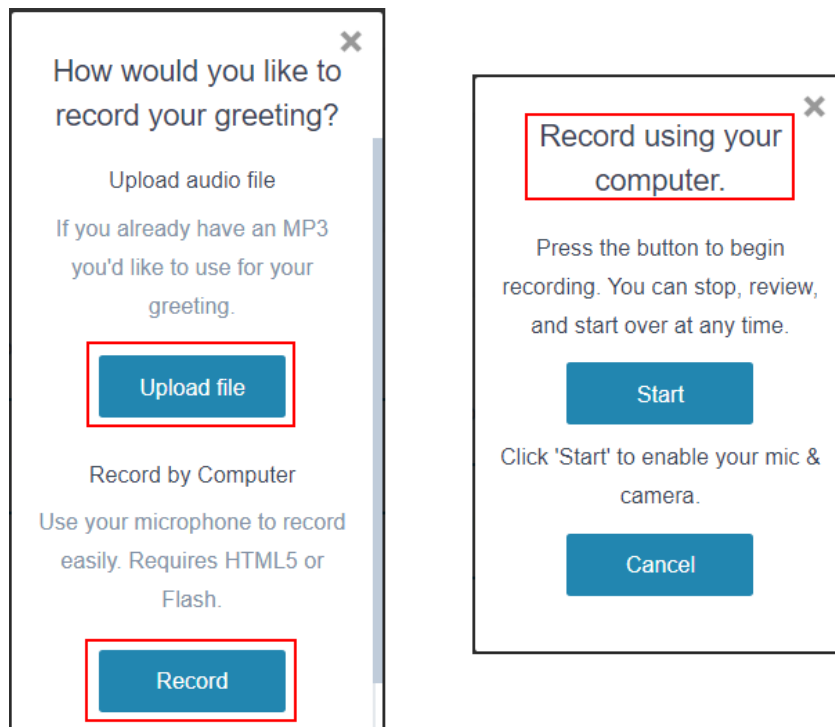


Figure 25. Upload or record a greeting

NOTE

The uploaded or recorded greeting gets enabled automatically.

2.4 Under the 'New greeting' button, choose 'Options after greeting' (what should be done if there is no input after your greeting has played):

- **Repeat greeting (default)**
- **Transfer to extension**

Figure 26. Options after greeting

2.5 Define business hours during which your main greeting will be active:

- **24/7**
- **M-F, 9-5**
- **Sat & Sun, 9-5**
- **Custom Schedule**

Figure 27. Business hours schedule

When the main greeting is not active, the 'After-hours greeting' will be played. By analogy with the main greeting configuration, you can upload or record an after-hours greeting and define options after greeting.

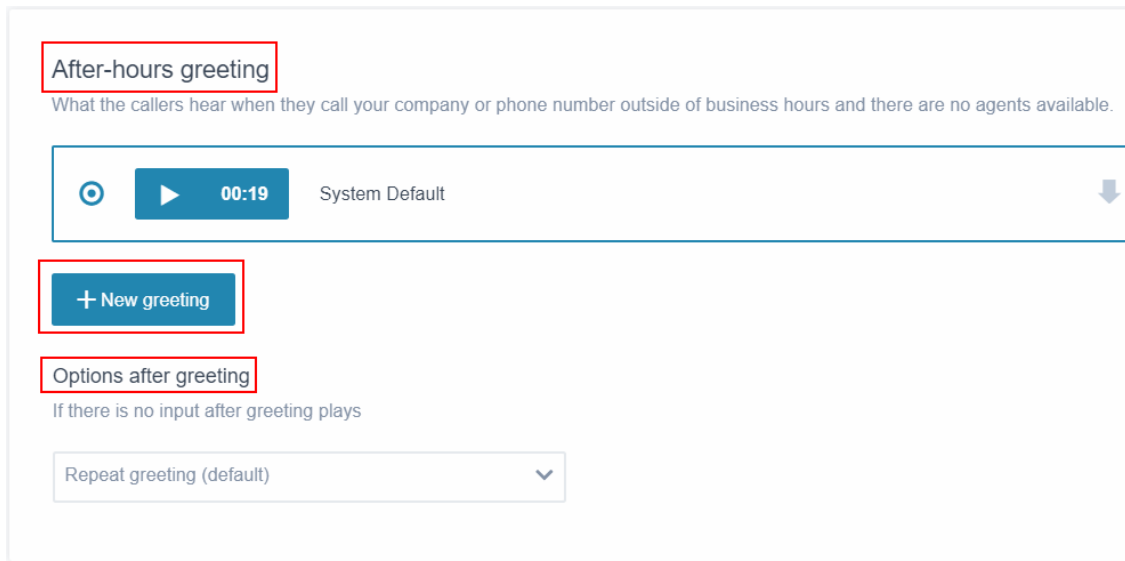


Figure 28. After-hours greeting

Step 3: Configure a phone number

3.1 Go to Settings ⇒ Phone Numbers.

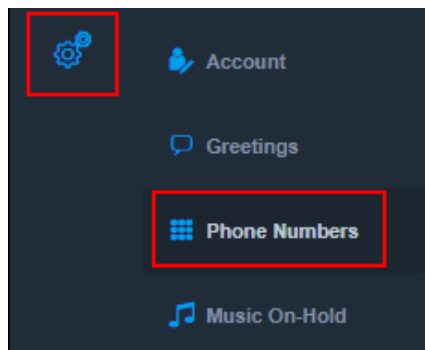


Figure 29. Settings ⇒ Phone Numbers

3.2 Click on 'Edit' next to the number.

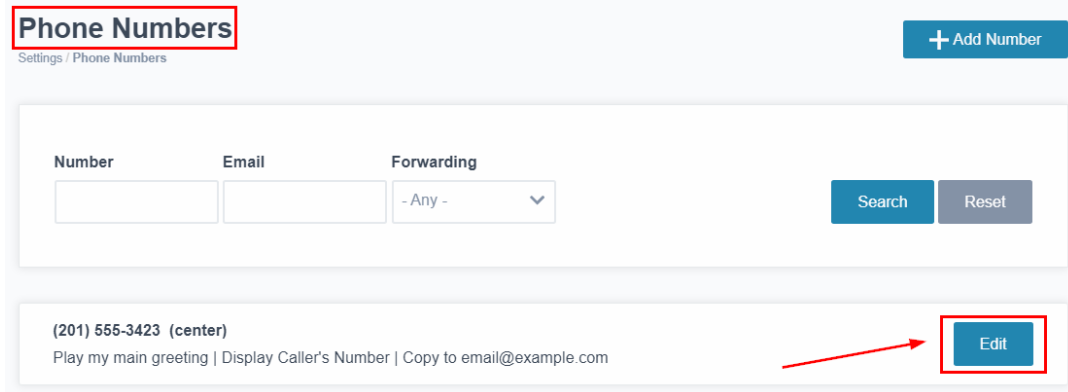


Figure 30. *Edit a phone number*

3.3 Choose 'Caller ID Display':

- **Caller's Number:** *you will see the caller's number on your phone screen for incoming calls.*
- **Virtual Office Number:** *your Virtual Office phone number will be displayed on the screen so you can see which one of your numbers the caller dialed. It may be useful when you have multiple numbers in different areas and need to know where the caller calls you from.*

Step 4: Configure fax options for your phone number

If the system detects that a fax is being sent to your phone number, instead of playing an audio greeting, the fax will be sent to your voicemail inbox. Below you will find the steps on how to configure phone number options related to fax.

4.1 Go to Settings ⇒ Phone Numbers.

4.2 Click on 'Edit' next to the number.

(201) 555-3423

Caller ID Display:

Caller's Number

Notification Action:

Copy

Notification Email:

email@example.com

Fax File:

Single PDF file

Figure 31. Phone number options

4.3 Choose 'Notification Action':

- **None:** *no notification about faxes will be sent to the specified email address.*
- **Forward:** *all the fax documents you receive will be forwarded to the specified email address.*
- **Notify:** *the notification about the received fax will be sent to the specified email address.*
- **Copy:** *you will get a copy of the received fax documents.*

4.4 Specify 'Notification Email'.

4.5 Specify the format of 'Fax File':

- *a single PDF or TIFF file;*
- *one PNG or TIFF file per page.*

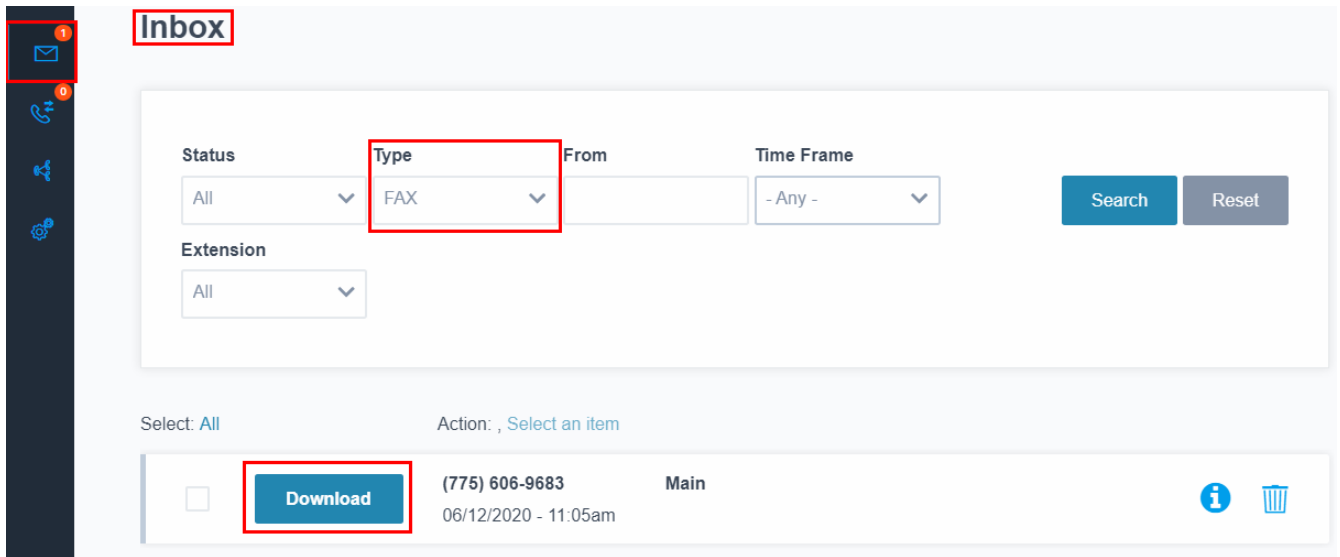


Figure 32. Download fax

Other Options:

- **Time Zone:** choose the time zone in which the phone number will operate. That is, the schedule of the main and after-hours greetings will work according to this time zone.
- **Tag:** if you have multiple phone numbers, a tag can be used to filter the incoming calls list. For instance, numbers X and Y are tagged as 'main', the other two numbers have the tag 'area'. You can use the tag on the 'Inbound Calls' page to find calls to phone numbers tagged as 'main'.

Figure 33. Phone number other options

Inbound Calls
↓ Download List

Type	Time Frame	From	Extension	
Missed ▾	- Any - ▾		All ▾	Search Reset
DID Number	Tag			
All ▾	center			

<p>(775) 606-9680 06/15/2020 - 5:56am</p>	<p>Missed call made to (201) 555-3423</p>	<p>Main</p>	<p>24 sec center</p>	i
<p>(775) 606-9680 06/15/2020 - 5:49am</p>	<p>Missed call made to (201) 555-3423</p>	<p>Main</p>	<p>1 min 36 sec center</p>	i

Figure 34. Filtering of inbound calls by tags

Extras

This section allows managing additional services. You can enable or disable the needed services on the Settings ⇒ Extras page.

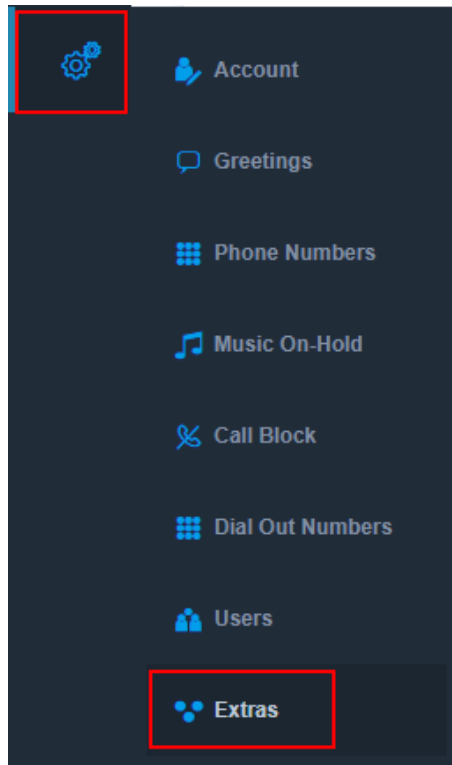


Figure 35. Settings ⇒ Extras

IMPORTANT

You may be charged an activation fee (if any) and recurring monthly fees. As soon as the feature is enabled, please make sure to refresh the page.

The following features are considered extras:

- Call Recording
- Simultaneous Ringing
- Email to Fax
- Dial Out
- SIP Phone
- WebRTC
- Conference
- Number Extra Settings

Extras
Settings / Extras

VOICE 2 TEXT: \$0.15 per day
Voice2Text converts your voicemails into text messages. Once enabled for your Virtual Office, you can enable it for a specific extension. [Enable](#)

Call Recording: \$0.00 per day
Call Recording enables you to record your calls. Once added, you can enable Call Recording for specific extensions. [Enable](#)

Simultaneous Ringing: \$0.00 per day
If a specific extension is routing calls to more than one phone, each phone can ring simultaneously to reduce wait times for your callers. [Enable](#)

Email To Fax: \$0.00 per day
You can define a phone number to receive faxes, and upload PDF files to send faxes. [Disable](#)

Figure 36. Extra features

The following sections describe Extras in detail.

Call Recording

Call Recording allows you to record calls. Once this extra is added, you can enable Call Recording per extension on the 'Extensions' screen. All calls will be recorded automatically.

NOTE

Call recordings are kept for 60 days.

To make this option available in the extension settings, please go to Settings ⇒ Extras and click on 'Enable' next to 'Call Recording'.

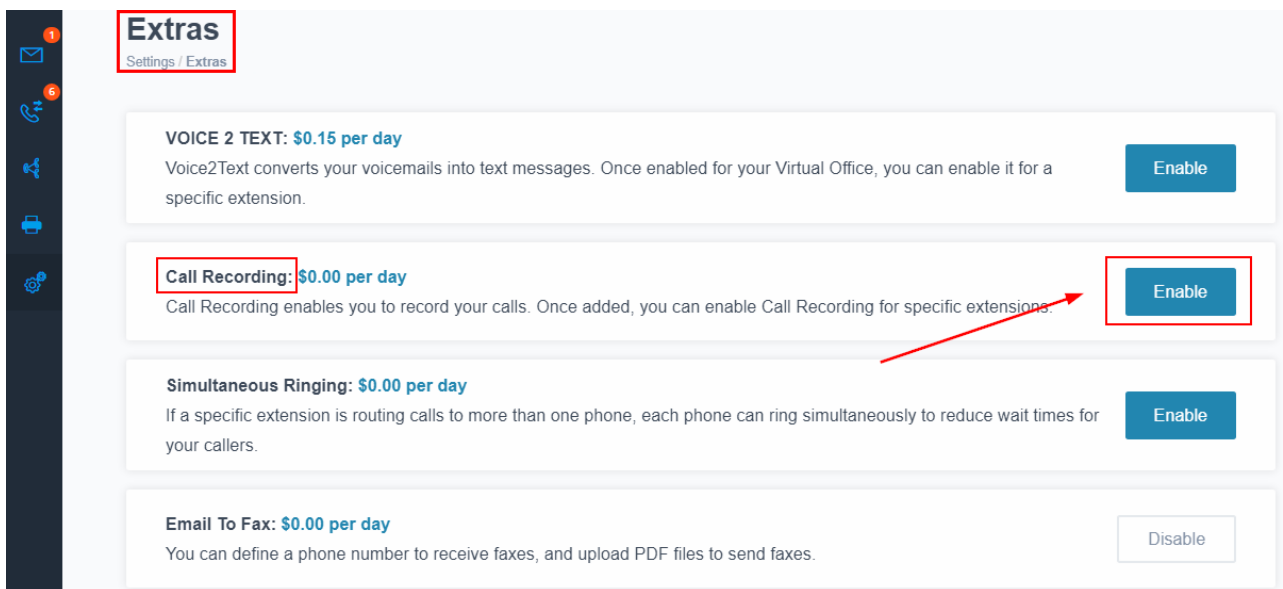


Figure 37. Enable the 'Call Recording' extra

Once done, you can go to the extension settings and enable this feature as shown in Figure 38 below.

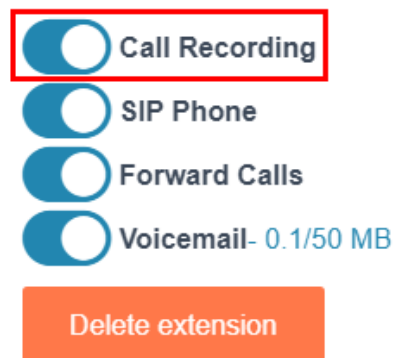


Figure 38. Enable call recording in extension settings

Recordings can be downloaded under the Calls ⇨ Recorded Calls section.

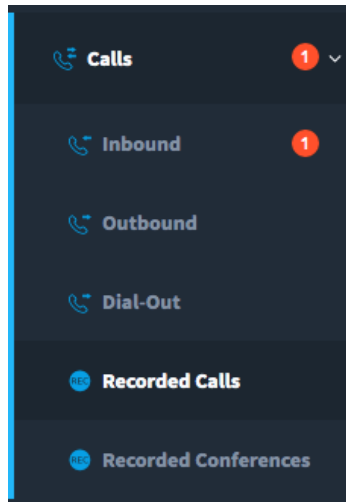


Figure 39. *Recorded calls section*

Dial Out

Consider the following situation: for some reason, you do not have an Internet connection now, however, you need to call your customer and would like to call from your company phone number. With Dial Out, you can dial a special access number from your mobile or fixed-line phone. You will receive a recorded greeting prompting you to enter the number you wish to call. The recipient of the call will see your company's phone number as your Caller ID.

To configure this feature, please follow the steps below:

1. Enable the 'Dial Out' extra on the Settings ⇒ Extras page.
2. Refresh the page and go to Settings ⇒ Dial Out Numbers.

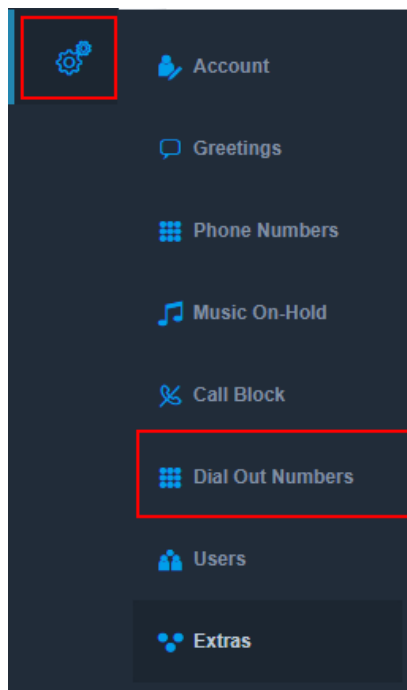


Figure 40. Settings ⇒ Dial Out Numbers

3. Click on 'Add Dial Out Number' and define the following options (please check Figure 42 below):
 - **Will call from:** *specify the number from where you will call the access number. For example, your mobile or fixed-line phone number.*
 - **Nickname:** *specify the nickname (label) for this number, it will be shown on the 'Dial Out Numbers' page.*

- **Show number as: choose one of your Virtual Office phone numbers that will be used as your caller ID.**

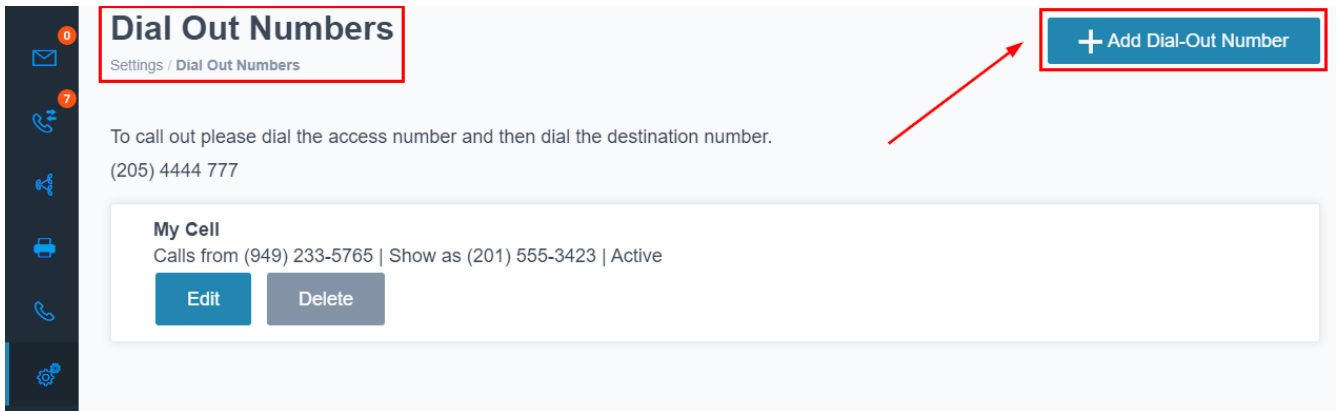


Figure 41. *Dial Out Numbers page*

Authorize Number ×

I will call from:

Nickname:

Show number as:

(201) 555-3423 ▼

Active:

Add

Figure 42. *Adding a Dial Out number*

NOTE

If you would like to change your caller ID when you call from your extension, you should set this up in the extension settings. Specify the needed Virtual Office phone number in the 'SIP Phone' section ⇒ 'What number will show when you place a call?'

The list of calls made via Dial Out may be seen on the Calls ⇒ Dial Out page.

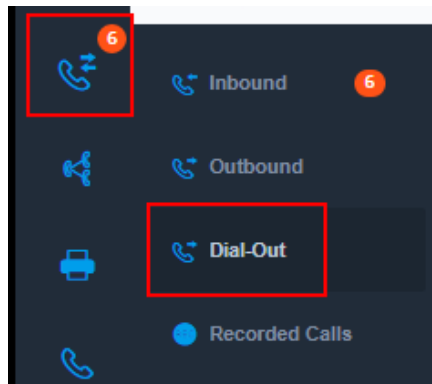


Figure 43. 'Dial Out' in the 'Calls' section

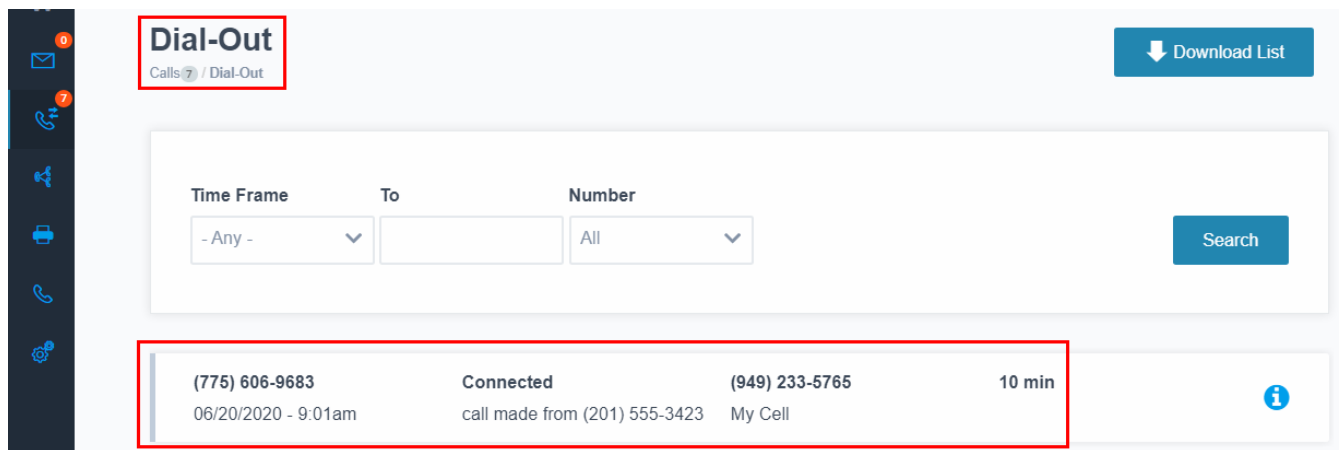


Figure 44. Dial Out calls

SIP Phone

Each Virtual Office extension can be registered on an IP phone or softphone for you to make and receive calls with this extension.

To make this option available in the extension settings, please go to Settings ⇒ Extras and click on 'Enable' next to 'SIP Phone'. Once done, you can go to the extension settings ⇒ 'General Information' section and enable this feature as shown in the image below.

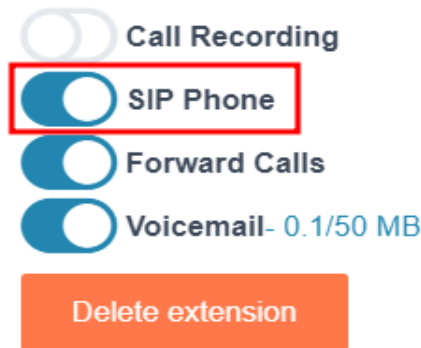


Figure 45. Enabling the 'SIP Phone' feature in the extension settings

As soon as the option is enabled and the changes are saved, a new 'SIP Phone' section will appear.

Mobyx Mobile Softphone

Mobyx is a convenient Mobile Softphone app for both Android and Apple devices. You can download it for free from both Google Play and iTunes, and use it as part of your Virtual Office when you enable the SIP Phone option described above.

If Mobyx is installed on your phone, you can scan the QR code or enter the login and password manually in the Mobyx application.

IMPORTANT

If the SIP Phone option is enabled, the extension can be registered on any IP phone or softphone, not only Mobyx.

Figure 46 below shows how the SIP phone extra configuration looks like in the extension settings.

The screenshot shows the 'SIP Phone' configuration page. At the top, the status is 'Offline'. Two fields are highlighted with red boxes: 'What number will show when you place a call?' with the value '(201) 555-3423' and a dropdown arrow, and 'How long the extension should ring before forwarding on?' with the value '15' and a unit selector set to 'seconds'. Below these are the 'Login: 080020314890700' and 'Password: *****' fields. To the right is a QR code. At the bottom are two app store buttons: 'Google play' and 'Available on the App Store'. A blue button labeled 'Send extension details' is highlighted with a red box at the bottom of the form.

Figure 46. SIP Phone settings

NOTE

To find out how the 'Send extension details' feature works, please refer to page 62.

WebRTC Softphone

Each Virtual Office extension can be registered on our WebRTC Softphone. WebRTC is a web-based softphone that enables you to make and receive calls via a compatible web browser. Only certain browsers are capable of supporting WebRTC:

- Google Chrome (Windows, Mac, Linux, Android)
- Chromium (Windows, Mac, Linux)
- Firefox (Windows, Mac, Linux)
- Opera (Windows, Mac, Linux)

To make the 'WebRTC' page appear in the main menu, please go to Settings ⇒ Extras and click on 'Enable' next to 'WebRTC'.

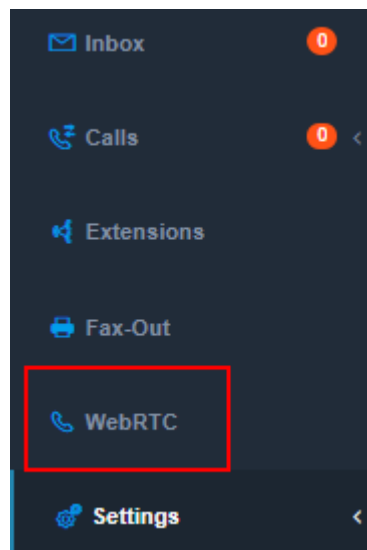


Figure 47. WebRTC in the main menu

IMPORTANT

WebRTC dialer will work only if the 'SIP Phone' extra is enabled.

To use WebRTC, please go to the 'WebRTC' page and choose an extension from where you wish to call and dial the destination number. Remember you must use a WebRTC-capable browser from the list shown above.

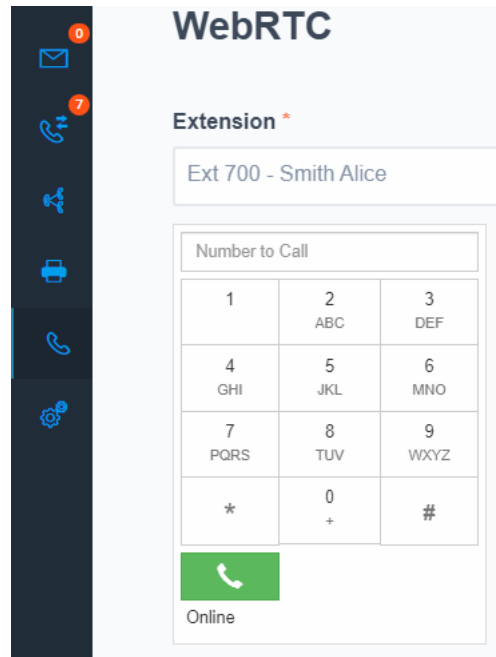


Figure 48. *WebRTC dialer*

NOTE

The drop-down list on the 'WebRTC' page will show only those extensions which have the 'SIP Phone' extra enabled.

Conferencing

The Conferencing service allows you to create and manage conference bridges for both scheduled and impromptu meetings.

Please follow the steps below to enable and configure the conference service:

1. Go to Settings ⇒ Extras and enable 'Conferencing'.

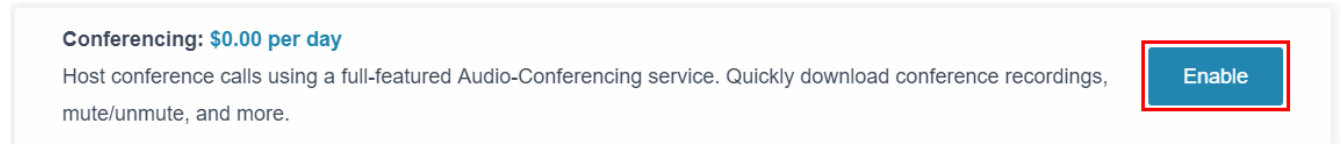
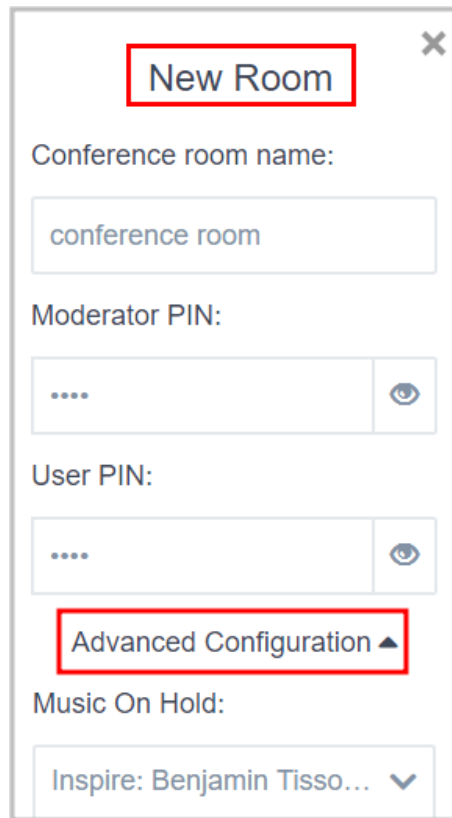


Figure 49. *Enable Conferencing*

2. Refresh the page and go to Settings ⇒ Conference Rooms.
3. Click on 'Add Conference Room'.
4. Fill in the following fields:
 - **Conference room name:** *a text description of the conference room.*
 - **Moderator PIN:** *the code used by the conference moderator.*
 - **User PIN:** *the code to enter the conference room.*
 - **Conference Start Date/Time:** *specifies the date and time when the conference will start. By default, a room can be used right after its creation.*



New Room

Conference room name:

conference room

Moderator PIN:

....

User PIN:

....

Advanced Configuration ▲

Music On Hold:

Inspire: Benjamin Tisso... ▼

Figure 50. Adding a new conference room

The 'Advanced Configuration' allows configuring the following options:

- **Music On Hold (MOH):** allows selecting a music file from the drop-down list.
- **Maximum Participants:** specify the maximum number of participants who can enter the room. The Moderator can enter the room anytime, even if the limit was reached.
- **Maximum Duration (minutes):** it specifies the maximum time that the conference is active. A recording will be played to notify all participants 5 minutes before the end of a session.
- **Mute Options:** specify the muting policy for the room.
- **Announce Names:** announces the name of a new participant who enters the room.
- **Conference Recording:** activates the conversation recording. The recording is available for download in MP3 format for 14 days.
- **Active:** This setting must be activated in order for conference participants to access the conference room.

- **Wait for Moderator:** *if the option is enabled, conference participants will not be allowed to enter the room until the moderator arrives.*
- **Announce Joining/Leaving:** *plays announcement when a participant joins or leaves the room.*
- **Single Caller MOH:** *This can be used to determine whether to play Music on Hold to a single person in a conference room. So, a single caller will not hear silence, but will hear music unless one more person joins the room.*
- **Lock the Conference if Empty:** *the room will be locked if not in use.*
- **Announce participants:** *at the time of joining the conference, the IVR announces the number of participants in the room.*

Conference Rooms + Add Conference Room

Settings / Conference Rooms

conference room
 Active Start at 06/23/2020 - 10:48am
 Moderator PIN: *****
 User PIN: *****
 Limit to 3 participants | Do not wait for moderator | Do not play MOH | Do not close when empty |
 Do not announce number of participants | Do not announce name | Do not announce joining/leaving |
 Participants can mute/unmute themselves | Do not record

Invite Edit Delete

Figure 51. Conference rooms

Other Extensions

Extension 8 - Dial Directory
 Edit

Extension 5034 - Conference Service
 Edit

Figure 52. Conference Extension

When the room is added it will be assigned an extension number and will appear in the Other Extensions section (Figure 52). Any Virtual Office extension user can dial the conference room number internally or your Virtual Office phone number can be forwarded to the conference extension (see Figure 53).

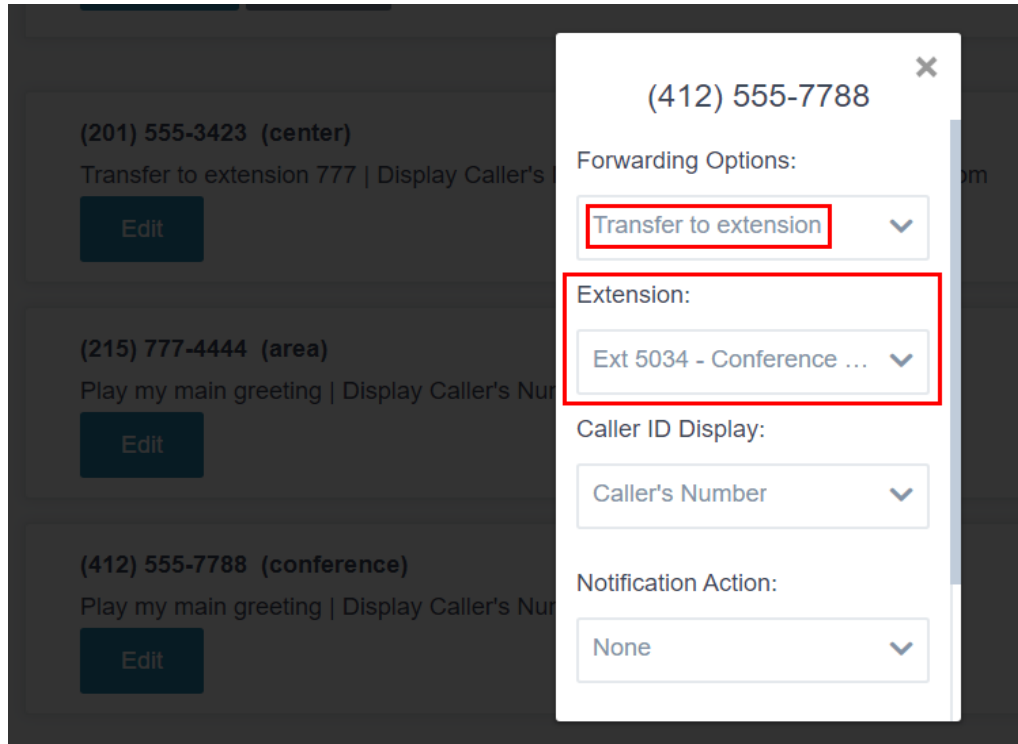


Figure 53. Configure a Virtual Office phone number to transfer to a conference extension

You can invite participants to join the conference meeting by sending an invitation. Please click on 'Invite' next to the conference room (see Figure 51 above). You should specify the following information:

- **Sender Email:** *an email address which will be seen as 'From', it is not mandatory to specify the existing address if you do not expect any response. For instance, it can be 'no-reply@example.com'.*
- **Recipients Emails:** *to whom the invitation will be sent.*
- **Dial-In Numbers:** *if you configured one of your Virtual Office phone numbers to transfer calls to a conference extension, select it from this drop-down list. It is mandatory if you invite users who are not your Virtual Office members (see Figure 54 below).*
- **Message:** *the invitation text.*

- **Tokens:** you can use tokens inside your message, they will be replaced with actual data (see Figure 54 below).

The figure consists of two side-by-side screenshots of a web interface for creating a conference invitation.

The left screenshot shows the 'Conference Invite' form. It has a title 'Conference Invite' and subtitle 'conference room'. The form includes:

- Sender Email:** A text input field containing 'example@domain.com'.
- Recipients Emails:** A text input field containing 'email1@domain.com,email2@'.
- Dial-In Numbers:** A blue button with the text '(215) 777-4444' and a close icon.
- Message:** A large empty text area for the invitation message.

The right screenshot shows the 'Conference Invite' tokens list. It has a title 'Conference Invite' and a 'Tokens' dropdown menu. The list contains:

- [conf:name] - Name**
- [conf:start-time:medium], [conf:start-time:long], [conf:start-time:short] - Conference Start Time**
- [conf:pin] - User PIN**
- [dids] - Phone Numbers**
- [ext] - Extension**

 At the bottom of this window is a blue 'Send' button.

Figure 54. Conference Invitation window/ Conference Tokens

An example of a conference invitation:

Hi there!

Please join us for our monthly conference call.

Please dial [dids] and enter the PIN [conf:pin].

Conference Start Time:

[conf:start-time:short]

Thank you.

Number Extra Settings

Every Virtual Office phone number (Settings ⇒ Phone Numbers) can have one of three modes:

- **Play my Main Greeting:** *when the number is called, the caller will hear the recorded IVR greeting and will select an extension to call.*
- **Transfer to Extension:** *the call will be transferred directly to the selected extension.*
- **Custom Configuration:** *This enables a full featured Auto Attendant.*

To make the 'Custom Configuration' option available in the phone number settings, please go to Settings ⇒ Extras and enable 'Number Extra Settings'.

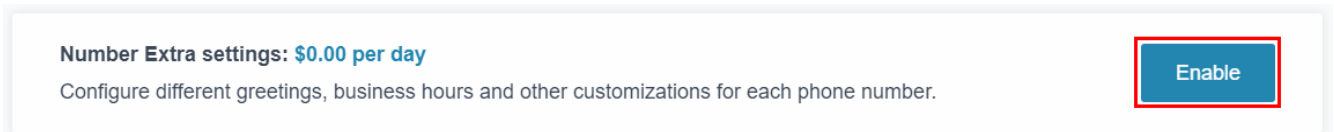


Figure 55. Enable 'Number Extra Settings'

Once done, you will see the option 'Custom Configuration' in the phone number settings (Settings ⇒ Phone Numbers ⇒ Edit) as it is shown in Figure 56 below:

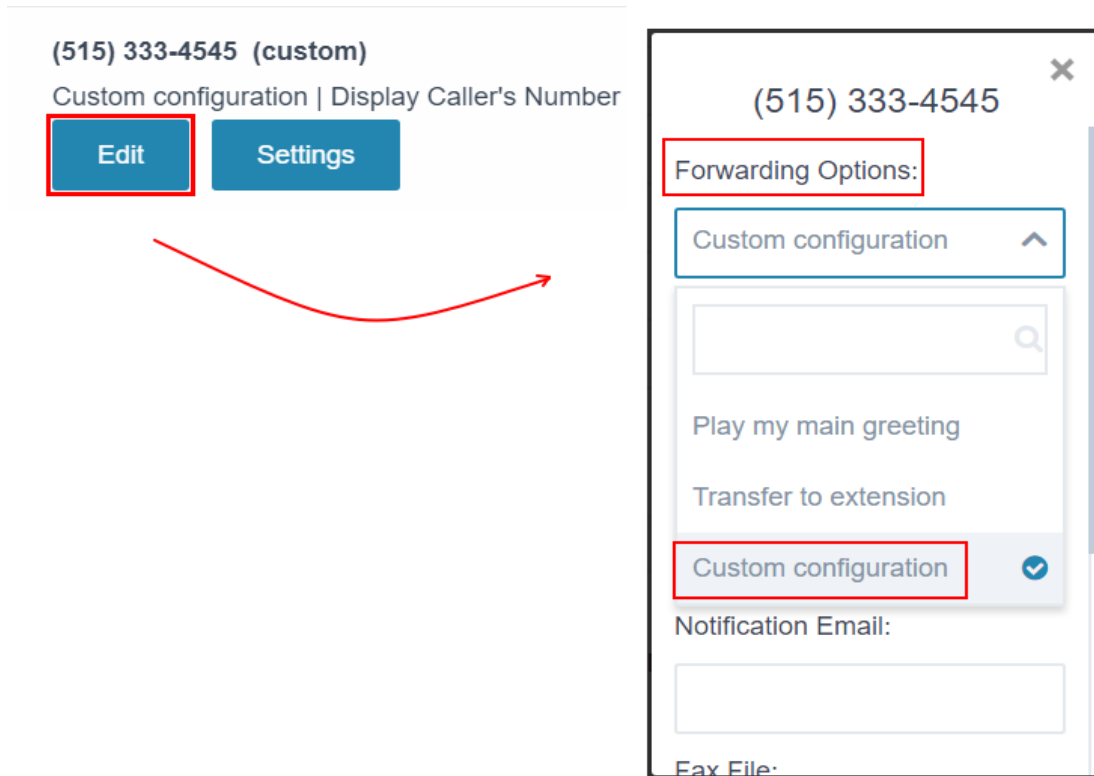


Figure 56. Enable 'Custom Configuration' in the number settings

When you are done with enabling this feature, you can follow the steps below to configure an auto attendant for your phone number:

1. Click on 'Settings' next to the phone number, the 'Menus' window will open (please refer to Figure 57 below).

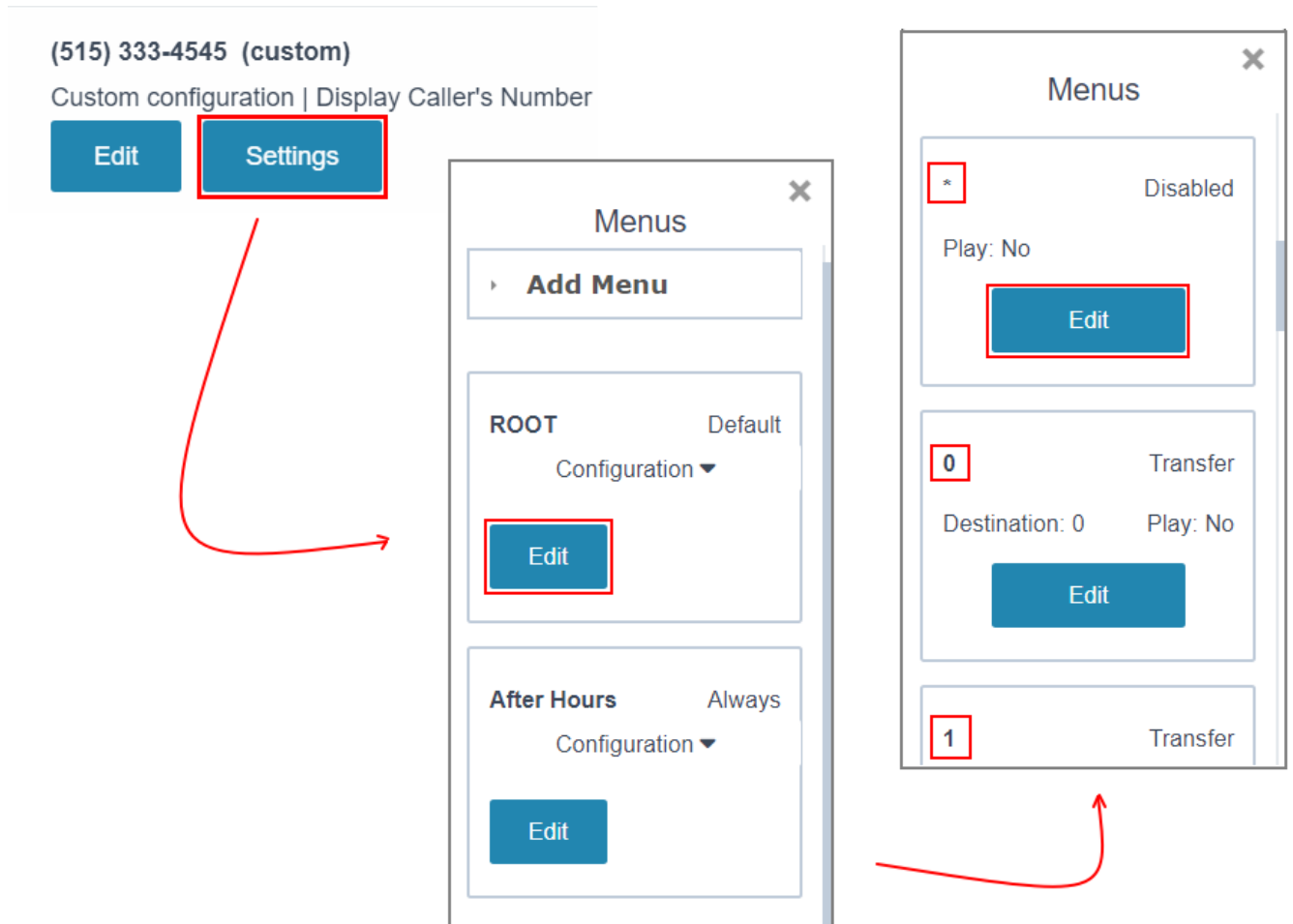


Figure 57. Custom Configuration settings

By default, two menus are pre-created: ROOT and After Hours. The ROOT menu is always active, meaning callers can reach it at any time. If you need to define different settings for after business hours, you can perform the following steps:

2. Click on 'Edit' next to the needed menu (we will modify ROOT in our example).
3. Find the action 'Not Active', click on 'Edit', choose 'Menu After Hours' from the 'Action' drop-down list and save the changes (Figure 58).

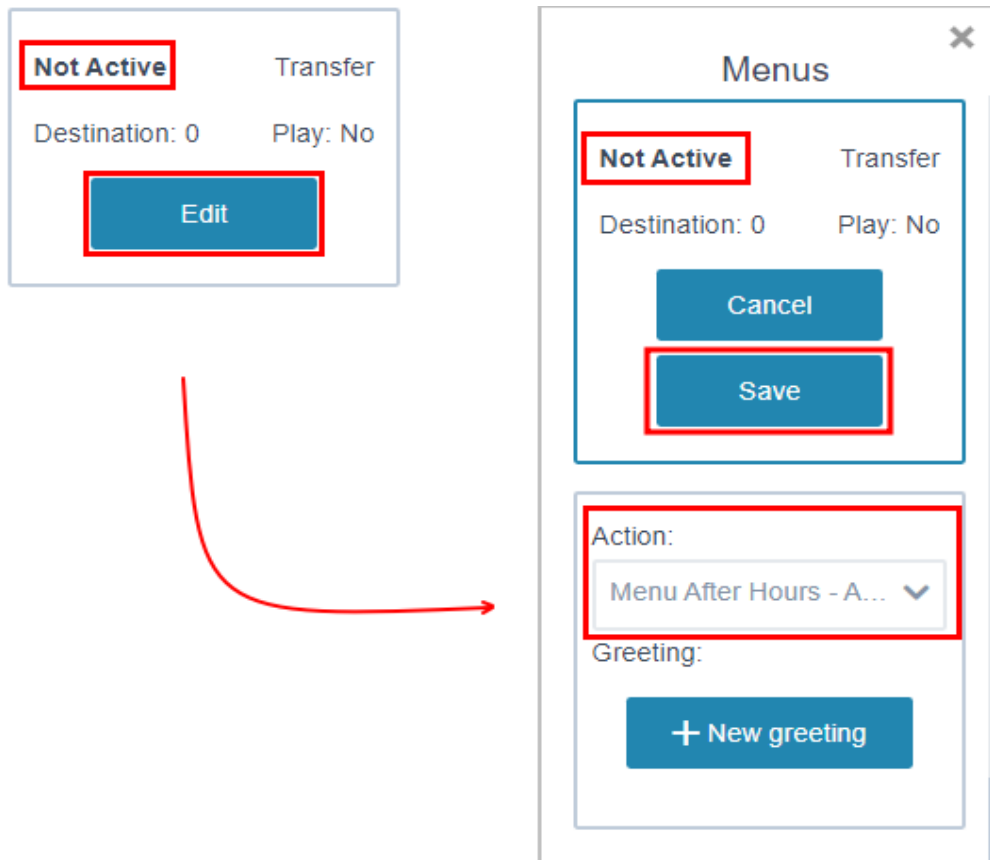


Figure 58. Configure the 'Not Active' action

The 'Not Active' action gets activated when the ROOT menu is offline. Now, our ROOT menu is always active, let us define a business hours schedule for it:

4. Choose the appropriate value from the 'Period' drop-down list or use the 'Custom Schedule' option to define your own period (Figure 59). The possible values are:

- **24/7**
- **M-F, 9-5**
- **Sat & Sun, 9-5**
- **Always Not Active**
- **Custom Schedule**

The screenshot shows a 'Menus' configuration window. At the top is a button labeled 'Add Menu'. Below it is a section for the 'ROOT' menu, which is the 'Default' configuration. This section includes a 'Configuration' dropdown menu, two buttons labeled 'Cancel' and 'Save', and a 'Period' dropdown menu currently set to 'M-F, 9-5'. Below the 'Period' dropdown is another dropdown menu labeled 'Greetings'. Red rectangular boxes are drawn around the 'Save' button and the 'Period' dropdown menu.

Figure 59. Change the ROOT menu period

5. Click on 'Save' in the 'ROOT' section (Figure 59).

Now make sure to configure the 'After Hours' menu by adjusting its options and uploading the needed greetings. The following options are available in each menu (they correspond to available keys on the phone dial pad):

- **Not Active:** *if the current menu is not active.*
- **0-9, #, *:** *the user selection on a phone dial pad.*
- **Timeout:** *no selection received from the user.*

NOTE

The 'Fax' option defaults to 'Voicemail', and it must not be modified.

Menu Greetings

You can configure a few prompt types for each menu:

Intro: a welcome message which plays right after the caller reaches the menu. During your call it is played only once.

Menu: a greeting which enumerates all available menu options (e.g., 'Press 1 for sales, press 2 for technical support'). When it is being played, the system expects to receive input from the caller. If it is not provided, the menu prompt is repeated two more times.

Timeout: if the system did not receive any input while the menu prompt was being played - the timeout prompt is played.



Figure 60. Menu greetings

After this, the 'Menu' greeting will be played, listing all the available options (e.g., 'Press 1 for sales, press 2 for technical support'), and the auto attendant will collect the digits dialed by the caller.

If no input is received (timeout), the 'Timeout' action is performed. If the 'Timeout' option has not been configured beforehand, the system plays the greeting about a missing input and takes the caller to the previous step (i.e., plays the 'Menu' greeting and collects the input).

The caller's input will match the corresponding menu option action to be performed. There are four actions you can configure for each menu option (please refer to Figure 61):

- **Disabled:** *the 'Disabled' action informs the caller that the selection is unavailable and plays the 'Menu' greeting.*
- **Transfer:** *choose the extension to transfer calls to.*
- **Voicemail:** *choose this action to send calls to a voicemail box.*
- **Menu:** *choose another menu to forward calls to.*

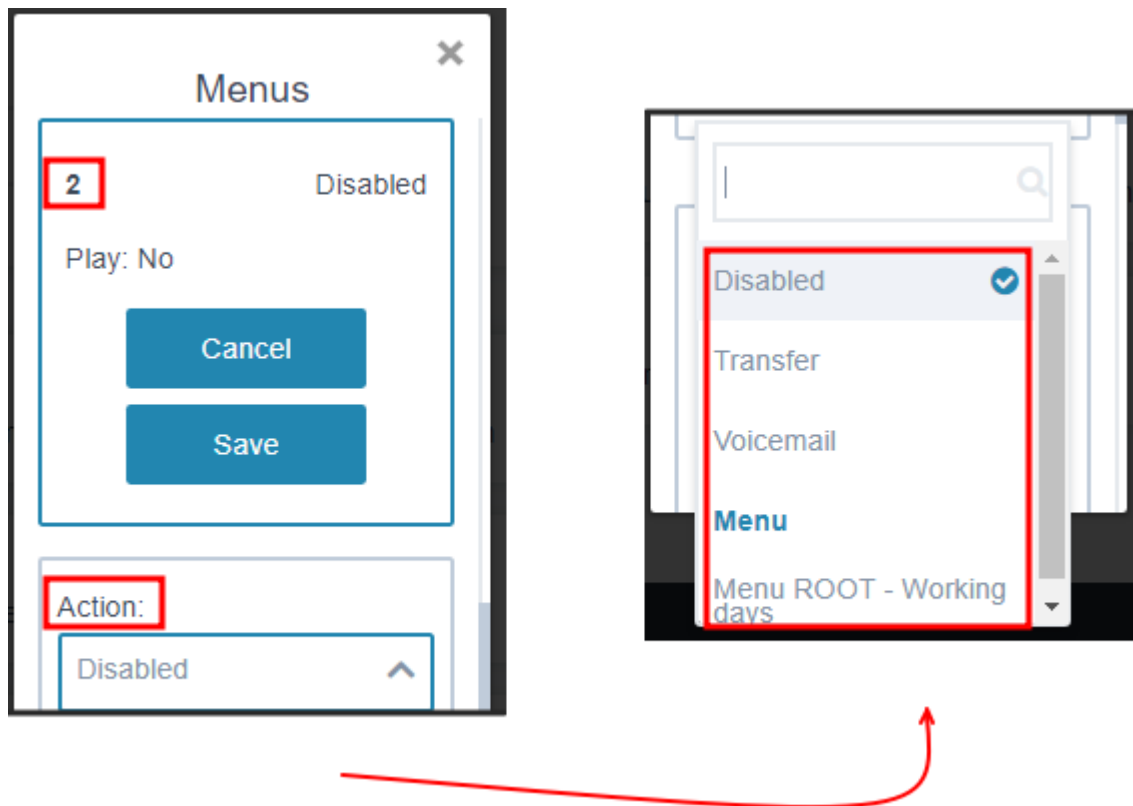


Figure 61. Possible actions for a menu event (event 2 in this case)

Adding a New Menu

In the 'Menus' window, you can add a new menu, such as greetings in different languages, e.g., English and Spanish. The configuration steps in this case will be:

1. Click on 'Add Menu', define its 'Name' and 'Period' (Figure 62, the menu 'Spanish Working Hours').

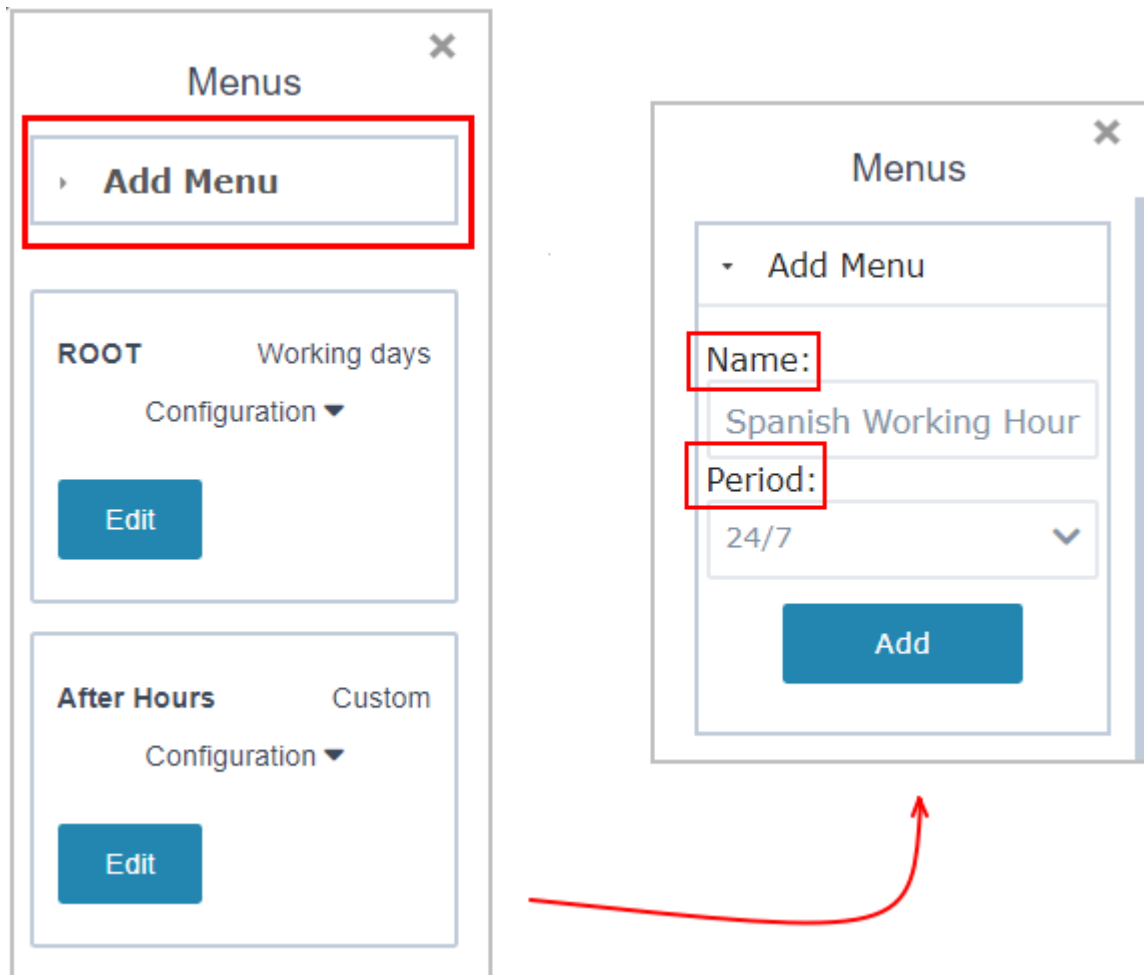


Figure 62. Add a new menu

2. Click on 'Edit' next to this newly created menu.
3. Click on 'Greetings' to upload the Spanish greetings (see Figure 60).
4. Click on 'Edit' next to the needed event to configure events.
5. Make sure to click on 'Save' under the menu name.
6. Repeat the same steps to add the 'English Working Hours' menu.
7. Click on 'Edit' next to the 'ROOT' menu.

- 8. Upload the 'Menu' greeting which will prompt the callers to choose the preferred language ("*Press 1 to proceed in English, press 2 for Spanish*").**
- 9. Click on 'Edit' next to event 1 and set its action to 'Menu English Working Hours'.**
- 10. Click on 'Edit' next to event 2 and set its action to 'Menu Spanish Working Hours'.**
- 11. Make sure other events (except for 'Fax') are set to 'Disabled'.**

Emergency Calls

You can define the address information for your Virtual Office phone numbers and assign extensions to them to show the selected number as CLI (Calling Line Identification) in emergency calls and report the configured location during the call to the emergency service operator. The phone number selected in the extension settings will be used in all other outbound calls. This option can be configured on the Settings ⇒ Emergency Calls page.

The configuration steps are:

1. Enable the 'SIP Phone' extra on the Settings ⇒ Extras page.
2. Go to Settings ⇒ Emergency Calls.

NOTE

If you have just enabled the SIP Phone extra, please refresh the page to see the Emergency Calls page. If you still do not see this page, please contact your service provider.

3. Click on 'Edit' next to the needed Virtual Office phone number.

Emergency Calls
Settings / Emergency Calls

18135222899 3. Edit

NO EXTENSIONS USE THIS DID NUMBER FOR EMERGENCY CALLS

18135222889 Edit

NO EXTENSIONS USE THIS DID NUMBER FOR EMERGENCY CALLS

Disabled

Ext 0 - New Extension	5. Disabled
Ext 700 - Skorina Anna	Disabled
Ext 701 - Kulchitskaya Valeriya	Disabled

Save

Figure 63. Emergency Calls

4. Fill in and save the address information.

18135222899

Address:*

City:*

ZIP:*

Country:

State/Province:

4. Save

Figure 64. Address information

5. Select the phone number from the list and save the changes.

You can select the needed phone number from the extension record drop-down list or drag the icon on the left side and drop it under the phone number header to select the needed location.

Send Extension Details

You can send an extension SIP registration details and a QR code via email to users without access to the Virtual Office portal.


If the 'SIP Phone' extra is enabled, you will see the 'Send extension details' button next to the QR code.



SIP Phone
Status: **Offline**

What number will show when you place a call?

How long the extension should ring before forwarding on?
 seconds

Login: 048020304246700
Password: *****

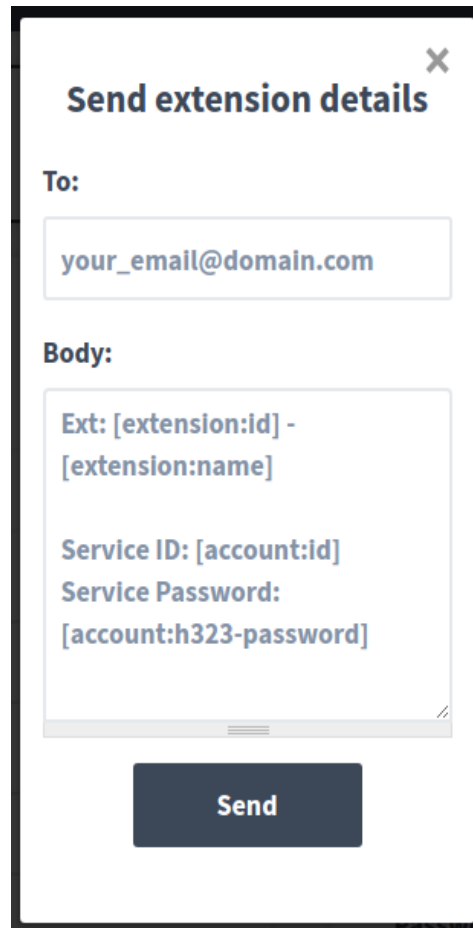


Send extension details

Figure 65. *Send extension details*

Once clicked, a new modal window will appear where by default an email address of the extension is specified. It can be modified if needed. In addition, the window will show you a text area which is the body of the email to be sent.



The image shows a mobile-style form titled "Send extension details" with a close button (X) in the top right corner. The form is divided into two main sections: "To:" and "Body:". The "To:" section contains a text input field with the placeholder text "your_email@domain.com". The "Body:" section contains a larger text area with the following text: "Ext: [extension:id] - [extension:name]", "Service ID: [account:id]", and "Service Password: [account:h323-password]". At the bottom of the form is a dark blue button labeled "Send".

Figure 66. *'To' and 'Body' of the 'Send extension details' email*

The values between square brackets (e.g., [extension:id]) are tokens and will be replaced by actual values like an extension ID, extension name, account ID, service password. They should not be adjusted unless you wish to remove any of them or move them to a different place in the text.

Dial-by-Name Directory

Dial-by-Name directory is a convenient way of reaching a person without knowing their extension number. New extensions are added to the directory automatically. You should only define the extension first name and last name in the extension settings.

Extension	Name	Enabled	First Name	Last Name
0	Support	<input type="checkbox"/>	Support	
1	Billing	<input type="checkbox"/>	Billing	
700	Smith Alice	<input type="checkbox"/>	Alice	Smith
777	Olsen Katy	<input checked="" type="checkbox"/>	Katy	Olsen

Figure 67. *Dial-by-Name Directory*

The caller can dial **8** and then use their touchtone keypad to dial the first three letters of the extension last name. For example, for the last name "Doe" the caller should dial **363**.

To make the extension available via Dial Directory, enable it in the Extension 8 settings as it is shown in Figure 67 above.

In summary, if your Virtual Phone number is configured to play the main greeting, and the caller reaches it and dials 8, they can reach the extension user if they spell the user's last name via their touchtone keypad.

Greetings

Virtual Office enables the use of several greeting types:

- Main Greeting (is played during business hours)
- After hours greeting (is played when the IVR is not active)

Main greeting can be uploaded or recorded. The file should be in MP3 or WAV format. Maximum file size is 2 Mb.

To record a new greeting, you should have a microphone connected to the computer. Your browser must be HTML 5 compatible or have the latest Adobe Flash Player™ installed.

By default, IVR is always active. It is possible to define the needed active period.

Main greeting
The first greeting callers hear when they call your company or phone number.

<input type="radio"/>	00:28	System Default	
<input type="radio"/>	00:26	Recorded 09/29/2016 - 10:34pm	
<input checked="" type="radio"/>	00:10	Recorded 09/29/2016 - 10:35pm	

+ New greeting

Options after greeting
If there is no input after greeting plays

Transfer to extension ▼	700 ▼
--	--

Figure 68. Main greeting configuration

TIP

One main greeting can be used for multiple DID numbers.

Music on Hold

Music on Hold (MOH) is played to the caller when the call is transferred to an extension. There is default music on hold already configured, however the Virtual Office user can upload their own MP3 or WAV format music file. Maximum file size is 5 Mb.

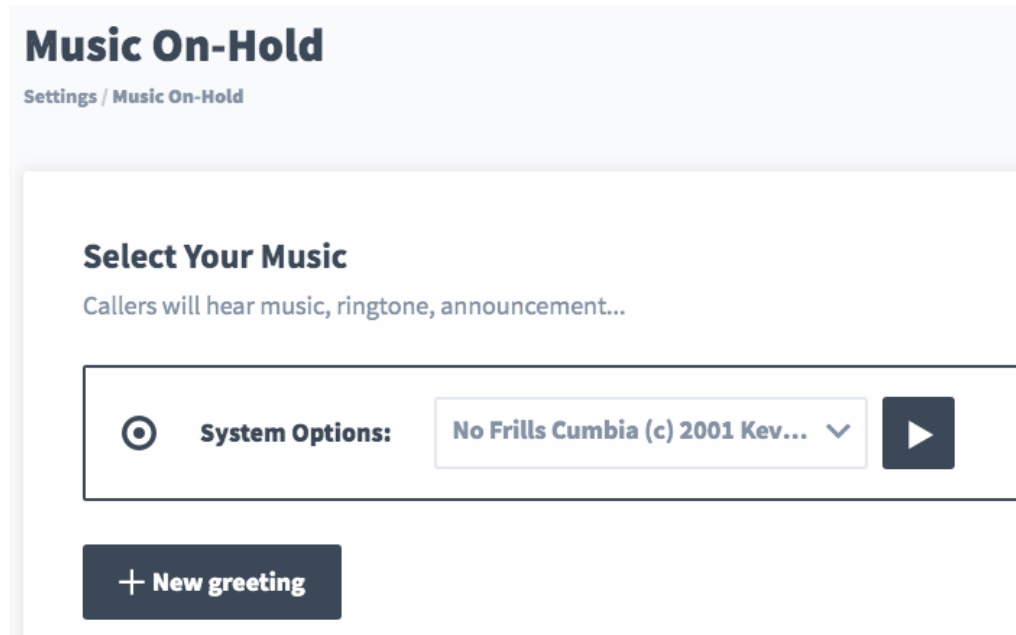


Figure 69. Music on Hold configuration

Account

This section allows users to perform online payments and manage personal information:

- Change password
- Change company name, first name, last name, and address
- Change credit card information
- Make online payment
- Change web interface language
- Adjust time zone

The screenshot displays two side-by-side panels for account management. The left panel, titled 'Account Information', contains fields for Name, Company Name, Mailing Address, Phone, and Email, with an 'Edit' button. The right panel, titled 'Billing Information', contains fields for Type, Number, Exp. Date, Cardholder Name, and Billing Address, also with an 'Edit' button.

Account Information		Billing Information	
Name:	John Smith	Type:	VISA
Company Name:	ABC, Inc.	Number:	4539xxxxxxxx3623
Mailing Address:	3327 Rocky Horse Forest Deadmans Corner Wyoming 1122336	Exp. Date:	01/2015
Phone:	(715) 165-6228	Cardholder Name:	John Smith
Email:	demo@address.com	Billing Address:	4188 Saint Marys Avenue East Syracuse US

Figure 70. The 'Account' section

Making a Payment

The payment can be made on the **Settings** ⇒ **Account** page in the corresponding section. To make a payment, please make sure to enter your credit card information in the 'Billing Information' section first. You can select to pay the amount equal to the current balance or enter the amount manually.

The paid amount will be credited to your balance immediately.

Make a one time payment

Current Balance

2,448.66

Other Amount

Make Payment

This will authorize a payment to your information on file.

Make PayPal Payment

Figure 71. Online Payment

NOTE

Please contact your service provider to learn more about the supported payment options (e.g. Credit Cards and PayPal).

Call Block

This section allows users to manage a “block list” of numbers. This call block list can include individual numbers or area codes. If the caller’s number is on the block list, the incoming call to that phone number will be automatically dropped. The call will not be shown in the Inbox. It is possible to exclude specific numbers from the block list. For example, you can block the 1800 area code but exclude the number 18005559377.

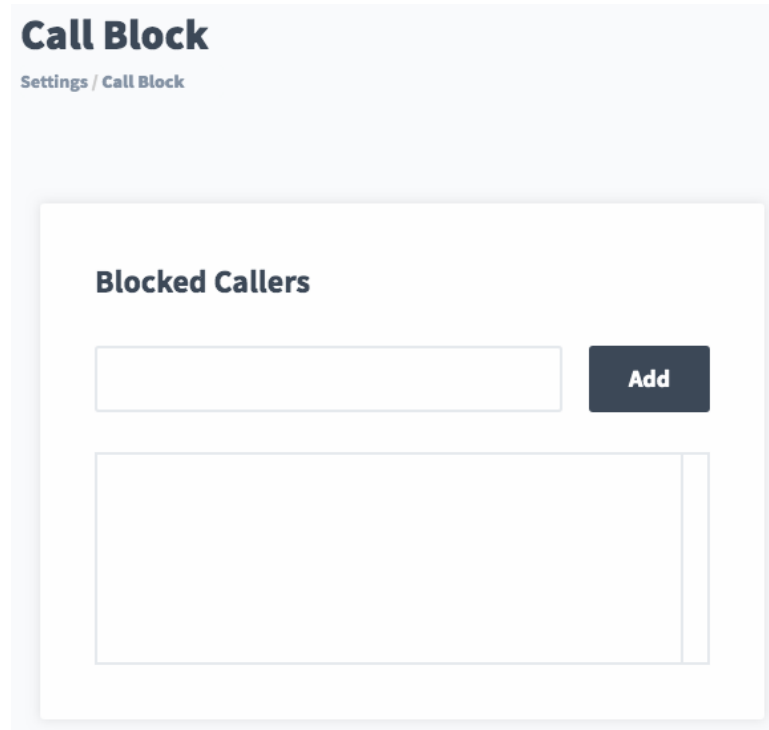


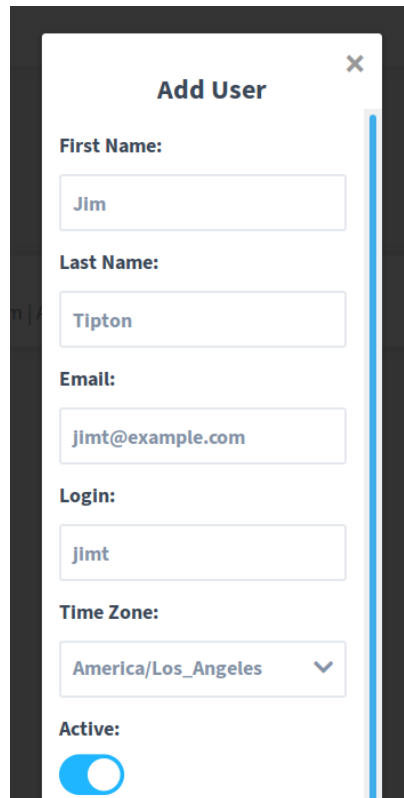
Figure 72. Call Block management

NOTE

Call Blocking is effective for all your Virtual Office phone numbers.

Users

This section allows adding new extension users. Virtual Office administrator can create new accounts for extension users. An extension user can log in to the web interface to check their voice mail messages, list of recent calls, call recordings, manage forwarding configuration for their extension, and send faxes.



The screenshot shows a modal window titled "Add User" with a close button (X) in the top right corner. The form contains the following fields:

- First Name:** Text input field containing "Jim".
- Last Name:** Text input field containing "Tipton".
- Email:** Text input field containing "jimt@example.com".
- Login:** Text input field containing "jimt".
- Time Zone:** Dropdown menu showing "America/Los_Angeles" with a downward arrow.
- Active:** A toggle switch that is currently turned on (blue).

Figure 73. Adding a user

Extension users can log in into Virtual Office at the same link. When a new extension login is created the user will receive an email with a one-time login link. Following the link will allow to change the password.

NOTE

A user can have access to multiple extensions.

Conclusion

After learning more about Virtual Office, you are now able to enjoy sophisticated PBX features that can help your business:

- Customizing your solution to meet your specific needs.**
- Handling greetings, faxes, voicemail, and more.**
- Routing calls where you need, when you need.**

Rather than being held back by outdated “legacy” equipment and providers, Virtual Office puts the power of the cloud at your fingertips.

Thank you for using Virtual Office.